



## Questions and Answers: **HP Achieves Global ISO 14001 Environmental Management Registration**

**Q: What is ISO 14001?**

**A:** ISO 14001 is a voluntary international standard that defines the elements of an environmental management system (EMS) needed for an organization to effectively manage its impact on the environment. The ISO 14001 standard aims to integrate the EMS into mainstream business management practices, and was established in 1996 by the International Organization for Standardization (ISO) in cooperation with industry, governments and non-governmental organizations.

**Q: What is an environmental management system?**

**A:** An environmental management system (EMS) is that part of an organization's overall business management system – structure, resources and processes -- that enables the organization to identify and manage its impact on the environment. Key areas of focus that comprise an effective EMS include: 1) an environmental policy, 2) a systematic approach to planning, implementation and operations management, 3) corrective action processes including audits, and 4) regular management review.

**Q: Is the environmental management system a new concept for HP?**

**A:** No. HP has operated a strong EMS for nearly two decades, and has conducted environmental audits at its manufacturing operations since 1982. ISO 14001 provides a framework for organizing and structuring the EMS, and is patterned after the well-known ISO 9000 quality management system standard. ISO and its family of standards help organizations more effectively integrate environmental considerations into business decision-making.

**Q: Why is HP registered to ISO 14001?**

**A:** HP believes registering or "achieving certification" to ISO 14001 adds up to a win-win-win for our customers, our business and the environment. ISO 14001 registration demonstrates HP's response to

increasing customer and shareowner environmental expectations and contributes to HP's legacy as a globally responsible corporate citizen, committed to managing the environmental impacts from manufacturing within each community it operates.

**Q: How is ISO 14001 registration achieved?**

**A:** Organizations may seek registration through an independent, qualified firm. Registration is a voluntary activity that consists of a series of audits to verify the ISO 14001 standard is implemented throughout the organization.

**Q: Why did HP achieve company-wide registration of its manufacturing operations under a single ISO 14001 certificate?**

**A:** HP's worldwide manufacturing operations are closely linked through common business and environmental management systems (EMS). Many existing company-wide practices apply to all HP operations worldwide. Accordingly, a single registration is not only consistent with our business, but ensures the same stringent EMS and environmental standards worldwide.

**Q: Does registration mean HP's products are certified to ISO 14001?**

**A:** No. ISO 14001 is a management system standard, not a product performance or labeling standard. The environmental attributes of HP's products are addressed through the processes and organizations comprising HP's Product Stewardship program. For more information, see [www.hp.com/go/environment](http://www.hp.com/go/environment).

**Q: Will HP now require its suppliers to be certified?**

**A:** No. HP does not require its suppliers to be ISO 14001-certified, nor require its suppliers to use ISO 14001-certified suppliers. However, as part of an ongoing effort to select environmentally responsible suppliers, HP gives preference to existing or potential suppliers who have achieved ISO 14001 registration. HP accepts ISO 14001 conformance in lieu of completing a portion of HP's Supplier Environmental Performance Review Questionnaire.

**Q: What are HP's future plans for ISO 14001 and its environmental management system?**

**A:** As HP adds additional manufacturing operations, each will be audited and incorporated into the ISO 14001 registration. In addition, registration guidelines require that the operations in the scope of an ISO 14001 certificate be subject to periodic "maintenance" audits by the Registrar. The maintenance audits will begin later in 2000. In

addition to making improvements in our EMS, HP will continue to evaluate the ISO 14001 registration to ensure we continue to meet the needs of our customers, shareowners, partners—and of course the environment.

**Q: Where can I learn more about HP and ISO 14001?**

**A:** More information about HP and ISO 14001 is available on the Internet at <http://www.hp.com/go/ISO14001>, or by calling Ken Sutherland, ISO 14001 Program Manager, HP Environment, Health, Safety and Security, at Tel. 1-650-857-2703. More information about HP and the environment is available on the Internet at <http://www.hp.com/go/environment>

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